

## Video Conferencing at EH

The Office of Environment, Safety and Health (EH) has installed two methods of video conferencing—personal and group—to facilitate communication.

**Personal**—Each of EH's Deputy Assistant Secretaries has a desktop unit to enable communication among themselves and with other similarly equipped offices.

**Group**—Three video conference centers have been installed at Headquarters. These centers are maintained and operated by EH's Office of Information Management (EH-72) as one of its Technical Information Services.

## Where are EH's Video Conference Centers?

### **Germantown:**

Corporate 270; 5th floor; Room 5031  
CXXI/3 Conference Room; Suite 101

### **Forrestal:**

To be announced

## How Do I Schedule a Video Conference?










### **Required Timeframes:**

The following timeframes are required to ensure adequate time to schedule a technician. These timeframes, however, do not ensure that the video conference centers will be available—please call ahead.

Point-to-Point Calls (2 sites): 1-day notice  
Multipoint Calls (3–14 sites): 1-week notice

If shorter timeframes exist, we will do our best to accommodate your request.

## **Scheduling Video Conferencing Centers:**

-  Requestor contacts ES&H Helpline at 301-903-8358 or 1-800-473-4375.
-  Requestor provides Helpline with date(s), start and end times<sup>1</sup> of meeting, and name(s) of participating site(s).
-  Multipoint calls—the Helpline confirms availability of EM bridge<sup>2</sup> and contacts Requestor.
-  Helpline provides video contact name(s) and number(s) of remote site(s) to the Requestor.
-  Requestor coordinates availability of remote attendee(s) and site(s) and notifies Helpline. (*Don't forget time zone differences.*)
-  Helpline schedules technician to set up call 30 minutes prior to start time.
-  During the 30-minute setup, technician provides basic training to the participant who is designated as the conference moderator. (We recommend that moderators receive 1-hour advance training prior to the conference day, and will provide this upon request.)
-  The technician will be available on-call to provide troubleshooting support. Upon request, the technician will provide assistance throughout the conduct of the meeting.
-  At conclusion of meeting, technician will shut down and pack equipment.

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<sup>1</sup> End times may not be exceeded.

<sup>2</sup> Multipoint capability is provided through a partnership with the Office of Environmental Management (EM).

## Frequently Asked Questions

- Q. Will there be a technician on site to support my meeting?**
- A.** A technician will set up your call and be available on-call should you need additional assistance. You may also request a technician to remain on-site to assist you during the conduct of your meeting.
- Q. Will training classes be offered?**
- A.** Yes—The technician who sets up your call will arrive 30 minutes prior to the start of your meeting to train you (the conference moderator) on video conferencing basics. You may also request a training session prior to your meeting date by calling the ES&H Helpline.
- Q. Are there any user guides?**
- A.** User guides are available in each of the video conference center to assist you during your meeting.
- Q. Are the desktop units and conference center units compatible?**
- A.** Yes—They are fully compatible.
- Q. How can we improve this service?**
- A.** If you have any questions or suggestions on improving the video conference service, please contact us through the ES&H Helpline.

U.S. Department of Energy



ES&H Helpline 301-903-8358 • 1-800-473-4375  
e-mail: [esh-infocenter@eh.doe.gov](mailto:esh-infocenter@eh.doe.gov)  
ES&H TIS Web Site: <http://tis.eh.doe.gov>

## Key Features



Full Duplex Microphones



Dual 30-inch Monitors



128–384 KB Speeds



Document Camera



Picture-in-Picture

# A Guide to Video Conferencing at the Office of Environment, Safety and Health

To Schedule—  
Call the ES&H Helpline at  
301-903-8358 or 1-800-473-4375

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